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DEFECTS INVESTIGATION  
RECALL MGMT DIV.

August 30, 2007

07V-417  
(3 pages)

**VIA Email (rmd.odi@dot.gov) & Facsimile (202) 366-7882**

US DOT, NHTSA  
Attention: George H. Person/ Ric Willard  
1200 New Jersey Avenue SE  
Washington, DC 20590  
Tel. (202) 366-6544  
Fax (202) 366-7882

**Re: EQ06-019**

Dear Mr. George H. Person,

Thank you for your correspondence dated August 20, 2007, wherein you informed Rexhall of its responsibility to report to NHTSA regarding the above referenced Dometic recall. Although it is presented “to remind” this company, I am unaware of any previous notice to report to NHTSA. Around 2/27/07, Rexhall received Dometic’s undated correspondence entitled “Dometic Refrigerator Recall” authored by Mr. Patrick N. McConnell, notifying us of the recall and remedy. However, to my knowledge, there was no notice of NHTSA reporting.

Your letter required the following responses (which may need revising as Dometic provides important information requested by Rexhall):

- 1) “...identification and description of your company’s vehicles...”: The six potentially affected Dometic refers purchased by Rexhall may exist on any Rexhall vehicles between designated years August 25, 1998—2005, any models of any of the following lines: RoseAir, RexAir, Aerbus, American Clipper, Vision, Anthem, Base Camp, San Scape.
- 2) “a chronology of all principle events involving the determination that a safety related defect may exist in your company’s vehicle(s)...including related communications between your company and Dometic...”

Received Dometic letter around 2/27/07. I discussed with Rexhall's purchasing dept, which initially determined we only had one potentially affected refrigerator. In August 2007, upon further review of Rexhall's hard copy purchasing files (we do not have a computerized system for these files) dating from 1997-2007, we confirmed purchasing a total of 6 potentially affected Dometic refrigerators. Unfortunately, the purchasing invoices do not correspond to particular vehicles or customers, leaving Rexhall unable to identify each vehicle and customer.

On 8/28/07 I called Dometic's recall tel. number and spoke to Cortney. She emailed Nicole in her dept, who called me back on 8/29/07. She has contacted another Dometic employee for further assistance regarding my request for a list a customer's who purchased refers (as retail customers are provided a Dometic warranty registration card to complete and send directly to Dometic. Rexhall does not have such information). We have remained in contact each day since. Today, Nicole confirmed again that her contact at Dometic is still working on providing a list to Rexhall.

Also, I called Ric Willard on 8/30/07 and left a message, without a reply just yet.

3) "...an identification of your company's role in the distribution chain..." Rexhall Industries, Inc. is a motorhome manufacturer. (It constructs the home-portion onto the chassis made by a separate manufacturer. Rexhall purchases and assembles all appliances, etc., such as the Dometic refers. Rexhall, then, wholesales the completed vehicle to various dealerships throughout the U.S.A. From 2005 through early 2007 Rexhall additionally established a retail dealership at a separate location from its factory. It has phased out at this point.

4) "...if you primarily sell new vehicles... for the purposes other than resale please identify yourself as a dealer"; if...a distributor"; "if...a manufacturer..." Rexhall is primarily a manufacturer, which wholesales vehicles to dealerships.

5) "...timely notification to owners who may have purchased vehicles with the defective refrigerators...submit a draft to NHTSA..." On 8/28 and 8/29 Rexhall contacted Dometic, which may have a list of the six owners, (as retail customers are provided a Dometic warranty registration card to complete and send directly to Dometic). Upon said confirmation of information by Dometic, Rexhall will timely notify owners.

Assuming there are a total of six potentially affected refers as our records indicate, and Dometic has the owners' contact information and they provide said information, Rexhall estimates the following: 6) "...provide proposed schedule for conducting owner notification...": "a) the date...the search of current state...registration records will be initiated": Approximately, within two weeks of Dometic providing owners information.

“b) ...approximate date...revised owner list will be available...”: Approximately, within two weeks of Dometic providing owners information. “c) ...approximate date...owner notification will begin”: Approximately, within two weeks of Dometic providing owners information. “d) “...completed””: Approximately, within two to six weeks (allowing time to search for relocated owners, etc.) of Dometic providing owners information. “e) ...dealer notification will be completed...”: Approximately, within two weeks of Dometic providing owners information.

**NOTE:** In the event more potentially affected vehicles are discovered, and Dometic does not provide to Rexhall a list of owners, the above estimated/ proposed notification schedule will be affected, accordingly re-adjusted to reflect the task, and reported.

Further, I anticipate discussing with your office whether, 7) “...six quarterly recall status reports...on consecutive yearly quarters beginning with quarter in which notifications to owners begin.” is in fact required of Rexhall, given the present minimal number of potentially affected refers and the fact that Dometic and dealerships will also be contacting the owners directly.

I hope this helps, and satisfies the initial report requirements. As information comes from Dometic, Rexhall will proceed accordingly. Should any questions arise, feel free to contact me at the numbers hereon included. Thank you.

Respectfully,

**Rexhall Industries, Inc.**

Mark Santiago  
Director of Consumer Affairs

Cc: Dometic Corp. P.O. Box 490 Elkhart, IN 46515.